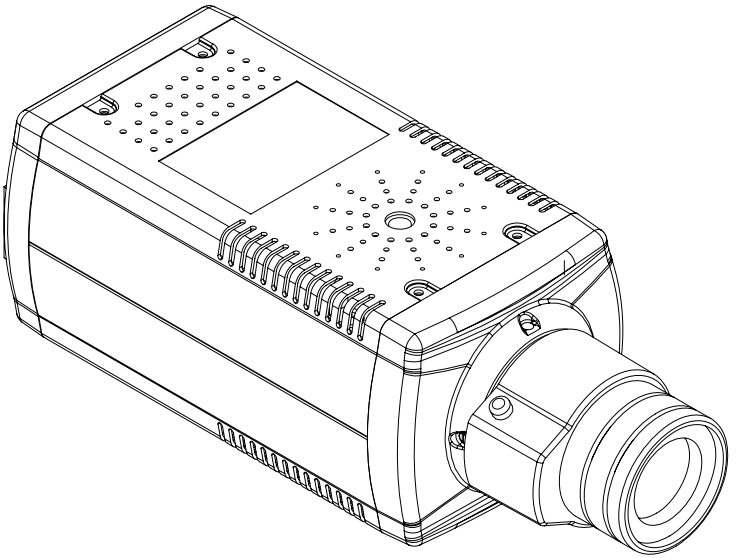
GE
Security

SymVeo SV-XP1

User Manual



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You are cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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CE

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Introduction

This is the GE *SymVeo IP Camera User Manual* for model SV-XP1. This document includes detailed instructions explaining:

- how to setup and install the IP Camera and
- how to change the IP address

There is also information describing how to contact technical support if you have questions. To use this document effectively, you should meet the following minimum qualifications:

- a basic knowledge of CCTV systems and components; and
- a basic knowledge of electrical wiring and low-voltage electrical connections; and
- a basic knowledge of networking and IP addressing.

Read these instructions and all ancillary documentation entirely before installing or operating this product.

Note: A qualified service person, complying with all applicable codes, should perform whatever hardware installation is required.

Conventions used in this manual

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
`Monospace`	Text that displays on the computer screen.
	Programming or coding sequences.
Blue italic	Hyperlinks to cross-references, related topics, and URL addresses.

Safety terms and symbols

These terms may appear in this manual:

CAUTION	**Improper use may cause equipment damage.**

Cautions identify conditions or practices that may result in damage to the equipment or other property.

	Improper use could cause equipment damage or serious personal injury.

Warnings identify conditions or practices that could result in equipment damage or serious personal injury.

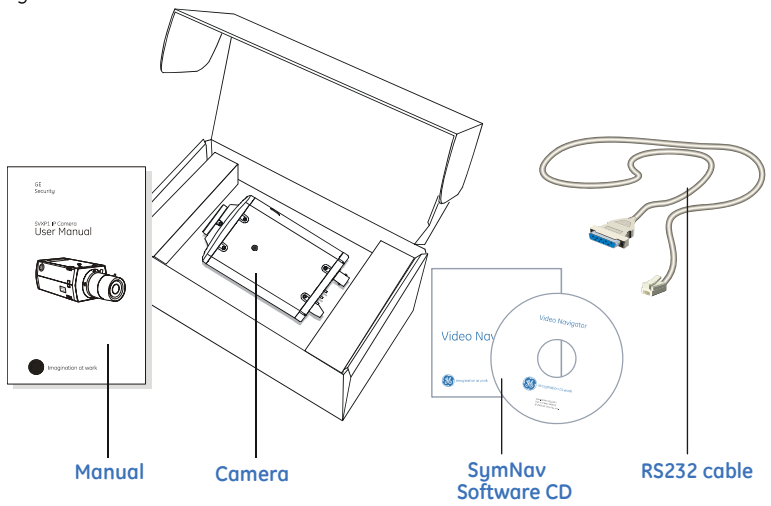
Overview

The SV-XP1 is a fixed IP network color camera that combines XPosure™ image technology with digital network capability. The SV-XP1 is equipped with a 10/100Base-T (RJ45) interface and a built-in web server. The SV-XP1 camera uses MPEG-4 compression for efficient distribution over a network. The camera also incorporates *hybrid* technology - it features both digital and analog output for local monitoring and recording.

Product contents

The SV-XP1 camera system consists of the camera, this manual, SymNav software CD, and a DB9-F to RJ45 RS232 cable for changing the IP address, as shown in *Figure 1*.

Figure 1. Product contents



Inspect the package and contents for visible damage. If any components are damaged or missing, do not use the unit; contact the supplier immediately. If you need to return the unit, you must ship it in the original box.

Other required equipment

You might also need some or all of the following for proper installation and use of this product:

- 12 VDC 1 Amp Power Supply.
- Lens.
- PC, to set the IP address and view video with the SymNav user interface.
- CCTV for local monitoring.

Refer to your lens and CCTV monitor manuals for installation and setup information.

References

If you want to investigate related topics, these other documents may prove helpful:

- GE Security. *SymDec User Manual (*0150-0285*)*
- GE Security. *SymDec-4 User Manual (*0150-0304*)*
- GE Security. *SymNav User Manual (*0150-0303*)*

Installation

Making power connections

To make power connections, see *Figure 2* on page 6 and do the following:

CAUTION

Use direct plug-in UL listed power supplies marked Class 2 or LPS (limited power source) of the required output rating as listed on the unit. Select an output of 1 amp minimum.

Complete all instruction steps before supplying power to the unit.

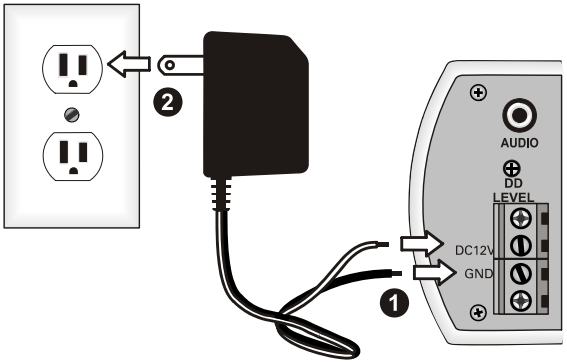
---

1. With a screwdriver, loosen the DC12V and GND terminal screws on the terminal block.
2. Connect a 12 VDC 1 Amp power supply to the terminal block.

   Note: The terminal block is not polarity-sensitive. Either power lead can be connected to either terminal connector.
3. Retighten the terminal screws until snug, ensuring that the power leads are secure.
4. Supply power to the unit by plugging the power supply into a proper power source.

The power LED (lower left) illuminates to show that the camera is receiving power. If it does not illuminate, check the terminal block connections and the power source.

Figure 2. Power connections



Connect a 12 VDC 1 Amp power supply as shown.

Note: The terminal block is not polarity-sensitive.

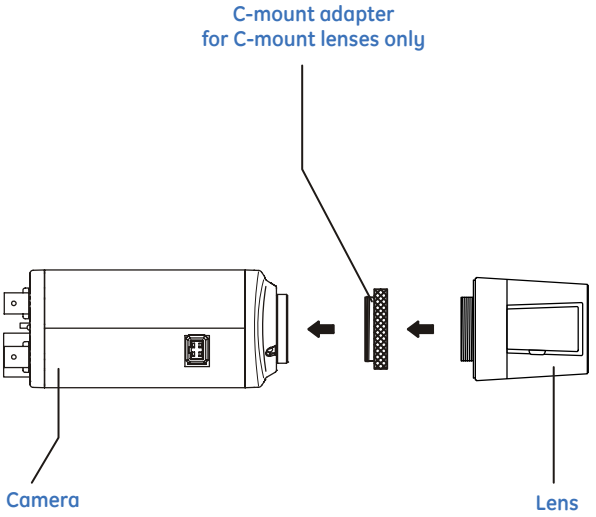
Note: The power LED (lower left) illuminates to show that the camera is receiving power.

Attaching the customer-supplied lens

Refer to the instructions that came with the lens you purchased for complete installation instructions of the lens.

In general, see *Figure 3* and do the following:

Figure 3. Attaching the customer-supplied lens



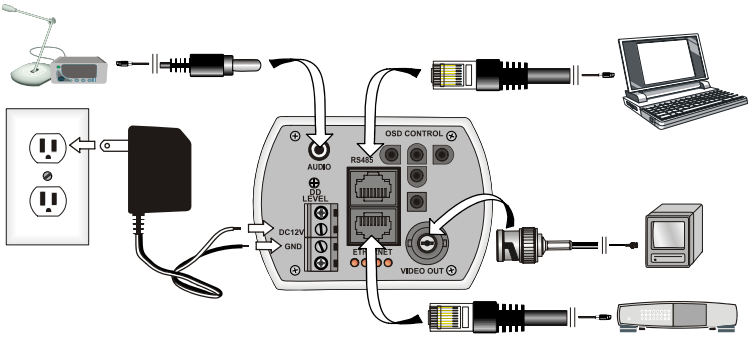
1. If you are using a C-mount lens, screw on a C-mount adapter (not provided).
2. Screw the customer-supplied lens to the camera.
3. Connect a composite monitor to the video out connector for lens set up.

General Camera Connections

To make general camera connections, see *Figure 4* and do the following:

Note: Some of these connections are optional.

Figure 4. Camera connections



Coaxial cable with BNCs between VIDEO OUT and local monitor
Cat 5 ethernet cable between ETHERNET connector and the network connection

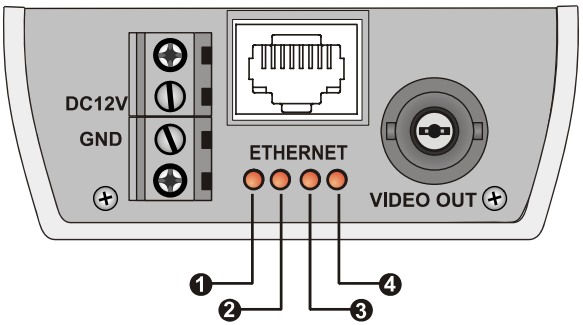
1. Connect a coaxial cable terminated with BNC connectors between the VIDEO.OUT connector of the camera and the video in connector on a test or local monitor.
2. Connect a Cat 5 ethernet cable between the ETHERNET connector of the camera and a router, multiplexer, or any other network device.
3. Connect a 12 VDC 1 Amp power supply as show above to the terminal block. As an option, connect a coaxial cable with BNCs between VIDEO OUT and a local monitor.
4. As an option, connect a microphone and pre-amp with an audio RCA plug into the AUDIO socket. The audio line is line-level and requires amplification.

5. As an option connect the supplied RS232 cable to the RS485 connector on the camera and a COM port on your PC to configure you IP addresses.

Note: See the next section for instructions on how to set the network address on your SymVeo camera.

Rear panel LEDs

Figure 5. Rear Panel LEDs



1. Power LED: Indicates power is on when glowing.
2. Ethernet LED: Indicates an ethernet connection.
3. 10 Mbps: Indicates a connection speed of 10 Mbps.
4. 100 Mbps: Indicates a connection speed of 100 Mbps.

Setting the Network Addresses

The SV-XP1 IP camera comes with preset Network addresses, they are;

- IP address of 3.112.55.167
- Subnet mask of 255.255.254.0
- Gateway address of 3.112.54.1

To make the camera work in your network you must supply the camera with a network specific IP address, Subnet mask and Gateway address. These numbers should be obtained from your network administrator or IS professional. The IP and other addresses on the SymVeo can be changed in one of three ways, using the supplied RS232 cable, or using the SymVeo's On Screen Display (OSD) with an analog monitor, or using the Web browser feature. Please look below to see which method you should use to change the addresses on your units.

Methods for changing the IP address on the SymVeo

PAL users - First time

Follow the **Using the supplied RS232 Cable** method for changing the IP address. See the **PAL Installation** section for more information.

PAL users - Subsequent times

After the initial setting of the IP address, any of the three methods (**RS232 Cable**, **On Screen Display**, or **Web Browser**) may be used to change the IP address.

NTSC users - First time

Follow the **Using the supplied RS232 Cable** or the **Using the On Screen Display (OSD)** methods for changing the IP address.

NTSC users - Subsequent times

After the initial setting of the IP address, any of the three methods (**RS232 Cable**, **On Screen Display** or **Web Browser**) may be used to change the IP address.

Using the supplied RS232 Cable

1. Connect the RJ45 end of the supplied RS232 cable into the RS485 socket on the rear of the camera.
2. Connect the DB9-F end of the cable into the serial port of your PC.
3. Launch HyperTerminal on the PC by selecting Start/ Programs/Accessories/Communications/HyperTerminal.
4. Type in My IP Camera in the Connection Description dialog box and click OK.
5. Select the correct COM port and click OK.
6. Ensure the port settings are 57600 baud, 8 data bits, 1 stop bit, no parity, and no flow control. Click OK.
7. Power up the camera. IP Camera should display in the window.
8. Enter ? to display the menu.
9. Press 1 for the network settings.
10. Press 2 to change the network settings.
11. Enter the new IP addresses and then press enter.
12. After the Gateway address is entered the camera will reboot.

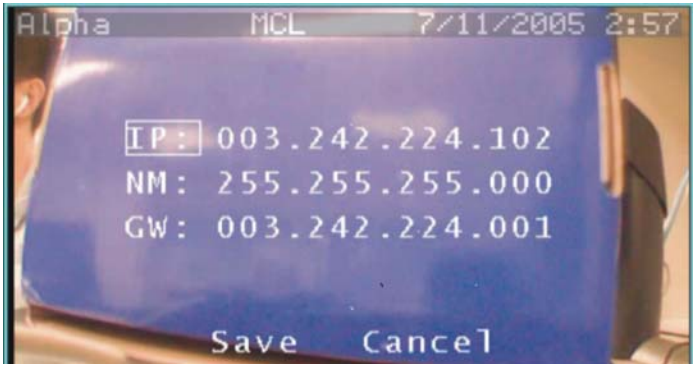
Using the On Screen Display (OSD)

Note: This process is for NTSC only unless the camera has already been configured for PAL use in the following section, in which case you may also use the OSD for configuring the IP address.

1. Connect an analog monitor to the SymVeo using the analog BNC output on the SymVeo.

2. Refer to *Figure 8* on page 15 of this document. Press the **up** button for around three seconds on the back of the camera, bringing up the *Network Settings Menu*.
3. Configure the IP address, Network Mask and Gateway by using the **enter menu** button to move in and out of each setting, the right and left buttons to move the cursor back and forth within each setting, and the up and down buttons to change the number in each space. The **up**, **down**, **left**, and **right** buttons take continuous effect in this menu.
4. Once you have properly configured the IP address on the On Screen Display, move the cursor to the **Save** function and click on the **enter menu** button on the back of the camera.
5. The camera will reboot with the new IP settings, and you should be able to access the camera via Internet Explorer or equivalent web browser.

Figure 6. The IP address menu



Using the Web Browser to change the IP address

1. Enter the web browser and type in the new IP address of the camera.
2. At the Password prompt, use **admin** for the user ID and **admin** for the password (you can add users and change passwords at any time).
3. Click on the **Configure** link on the main menu.
4. Click on the **Network Settings** link.
5. Enter the new IP, Subnet Mask and Gateway Addresses
6. Click **Save**, the camera will automatically reboot with the new settings.

Note: If you change the IP address to a domain that is different from your network, you will be unable to connect to the camera via the web browser and you will need to perform subsequent changes to the network settings with the RS232 cable or the On Screen Display until you change the network settings back to the same domain as your network.

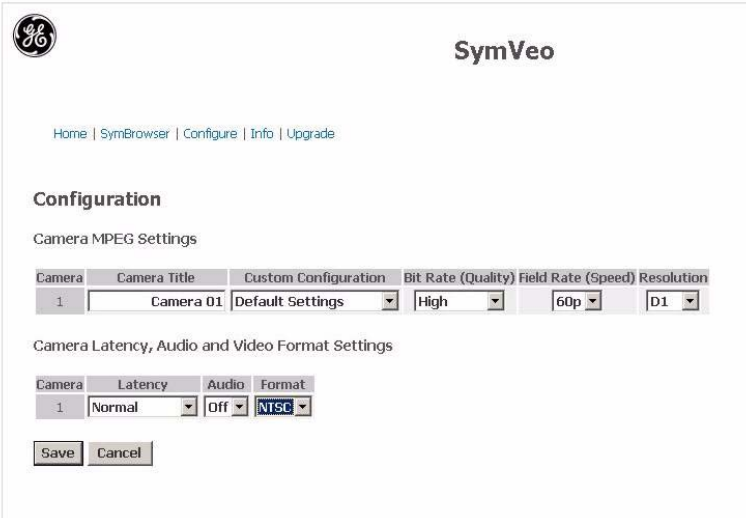
PAL Installation

PAL installations require the exact sequence of events for correct and full function of your SymVeo SV-XP1 camera. Please note that after you follow this procedure, any subsequent changes of the IP address can be done with any of the outlined methods.

1. Follow the **Using the RS232 Cable** instructions to set the IP and other addresses for the unit.
2. Once the camera reboots with the new network address settings, you should be able to access the camera via Internet Explorer.

3. Enter the web browser and type in the new IP address of the camera.
4. At the password prompt, use **admin** for the user ID and **admin** for the password (you can add users and change passwords at any time).
5. Click on the **Configure** link on the main menu
6. Click the **Camera MPEG Settings** link in the Configurations menu.
7. On this menu, look for the **Video Format** drop down menu and change it from NTSC to PAL.
8. Click the **Save** button
9. You will now be able to view video from the BNC out connector on a PAL monitor, as well as operate the *On Screen Display* features of the camera.

Figure 7. The video settings screen

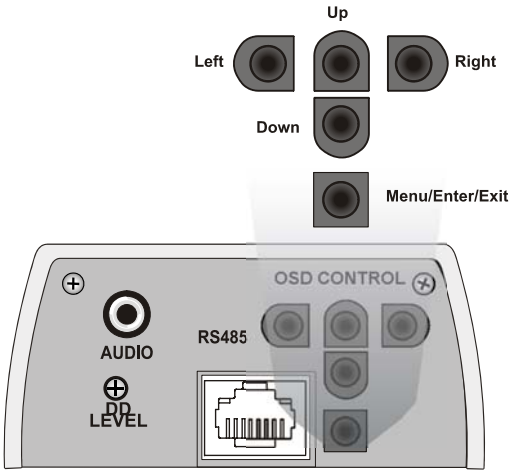


Programming the camera using OSD

Use the OSD (on screen display) menus to program the camera.

CAUTION **The IP Camera has been programmed at the factory for the optimal configuration. Only qualified service personnel should modify these settings.**

Figure 8. OSD (onscreen display) menu controls



OSD menu controls:

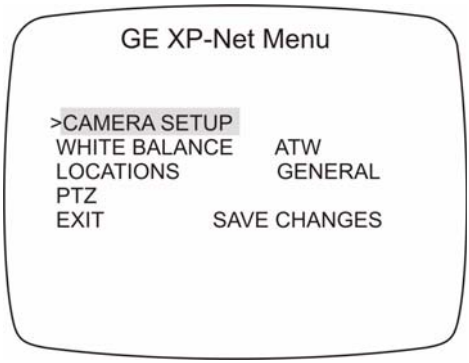
- Use the menu/enter/exit button to enter a menu or to select a menu option. This button is also used back up through the menus and exit the OSD.
- Use the up and down buttons to move vertically between menus and options.
- Use the right and left buttons to move horizontally to and between options.

Menu Settings

To access the main menu, press and hold the bottom selection button for a few seconds.

Note: The factory defaults are shown below.

Figure 9. Main Menu



MAIN MENU

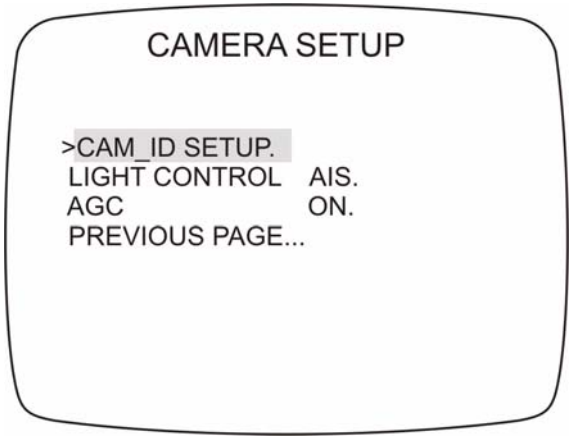
The following sub-menus are available:

- Camera Setup: Use this menu to configure camera ID, iris settings, and gain control.
- White Balance: Use this menu to adjust the white balance.
- Locations: Use this menu to program presets.
- PTZ: Use this menu to control the camera's digital PTZ functions.
- Exit: Use this option to exit the OSD programming menus.

Adding a Camera ID

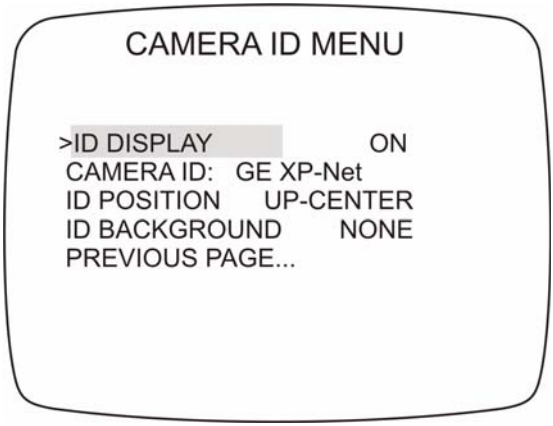
You can add a camera ID of up to 12 characters that will appear on the monitor's screen. You can also give it an opaque background to make it easier to see and position it on the screen to avoid covering critical viewpoints.

Figure 10. Camera Setup Menu



1. At the Camera Setup menu, use the up and down buttons to move to the *CAM_ID SETUP* option and press the bottom selection button to access the Camera ID Menu.

Figure 11. Camera ID Menu



2. Move to the *ID DISPLAY* option and toggle between the OFF and ON options. Leave the desired option displayed. ON displays the camera ID on the monitor screen.
3. Move to the *CAMERA ID* option and press the bottom selection button to access the 12-character label. Use the OSD buttons to scroll through the alphanumeric characters for the first and following positions of the label. Press the bottom selection button to save each character and move to the next character position.

Note: Note: You can hold the ◀ and ▶ buttons for continuous scrolling. To change a character that is already saved, leave and reenter the CAMERA ID option, press the bottom selection button for all leading characters that you wish to remain as they are, and when you have highlighted the character to be hanged, make the change, save it, and finish saving the remaining characters in the camera title.

4. Move to the *ID POSITION* option and toggle between the position options. Leave the desired option displayed.
5. Move to the *ID BACKGROUND* option and toggle between the background options. Leave the desired option displayed.
6. Move to the *PREVIOUS PAGE* option and press to return to the Camera Setup menu.

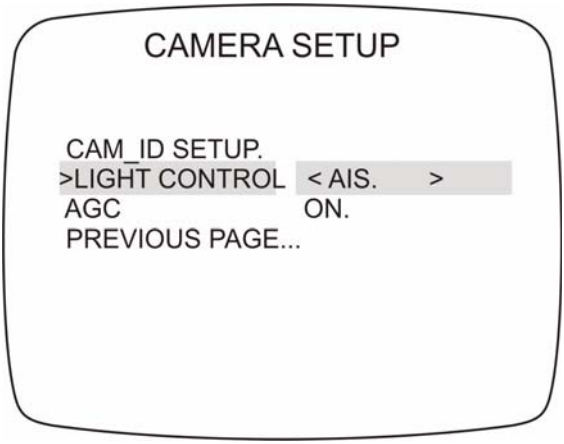
Setting the Lens Mode

The *LIGHT CONTROL* menu contains settings for the various types of lenses:

- *AIS* for autoiris lenses without amplifier (DC-type lenses) and autoiris lenses with built-in amplifier (video-type lenses).
- *AES* for manual-iris lenses, to set the lens mode (light control).

At the Camera Setup menu, use the up and down buttons to move to the Light Control option and use the right and left buttons to move to and between the light-control options (AIS or AES).

Figure 12. Light Control menu option

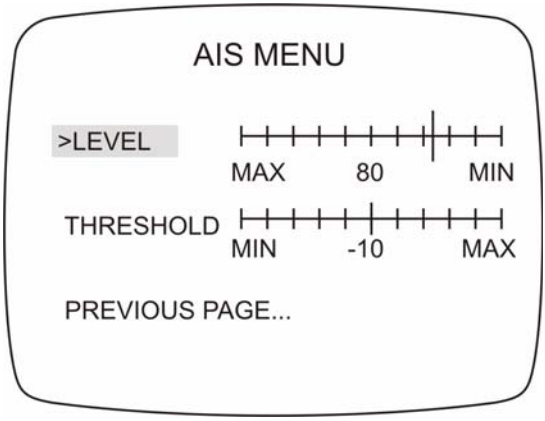


The lens mode programming defaults provide optimal performance for most applications. If you need to adjust the autoiris programming defaults, however, two scales are available:

- *Level* for adjusting the gain when the autoiris lens begins to close.
- *Threshold* for adjusting the gain of the autoiris lens control signal.

Note: Note: The threshold adjustment for the AES mode is typically not needed unless color bands are visible in very bright scenes. Raise the threshold to correct.

Figure 13. AIS Menu



To adjust the level and threshold defaults of a lens mode do the following:

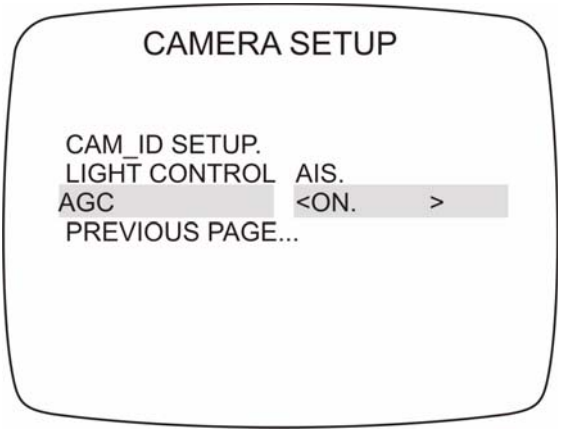
1. With the selected light control option (lens mode) still highlighted (AIS or AES), press the bottom selection button to enter the AIS or AES menu.
2. At the AIS or AES menu, use the up and down buttons to move between the level and threshold scales and use the right and left buttons to adjust the markers on the scales.
3. Move to the PREVIOUS PAGE option and press to leave the current menu.

ADJUSTING THE AUTOMATIC GAIN CONTROL (AGC)

To reduce the amplitude decay of an electronic signal and the resulting noise in images, you can adjust the maximum value for the gain control. This camera provides both automatic and manual control adjustments for the predetermined margins that regulate the voltage level. To set the AGC mode do the following:

1. At the Camera Setup menu, use the up and down buttons to move to the *AGC* option and use the right and left buttons to move to and between the AGC options (ON or OFF).

Figure 14. AGC Menu



2. Select ON to set the maximum automatic gain value and select OFF to set the system gain manually.
3. With ON or OFF selected and still highlighted, press the bottom selection button, then use the right and left buttons to adjust the marker on the scale.

   Note: Note: Observe the results on the monitor screen for the best setting.

4. Move to the *PREVIOUS PAGE* option and press to leave the current menu.
5. Repeat step 4 to exit the camera setup menu.

White Balance

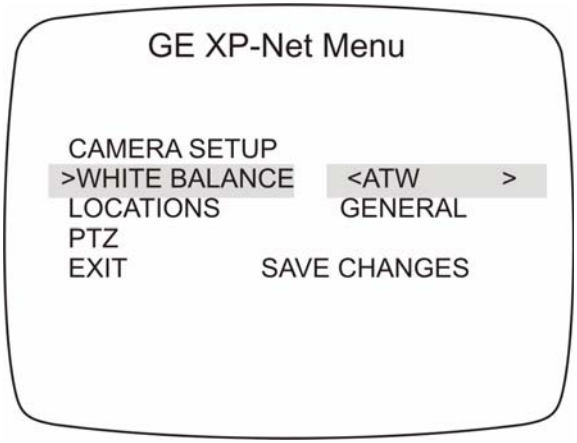
There are three white balance modes:

- *ATW* (default): The ATW (automatic tracking white balance) modes monitor the color temperature continuously while an internal microcontroller sets the white balance. This setting is best when the color range changes constantly. The ATW operating color temperature range is between 2800 - 7500 K
- *ATW-Wide*: The ATW-wide operating color temperature range is between 2000 - 11000 K.
- *Hold*: In the hold mode, the white balance color temperature is computed as a reference at the moment HOLD is selected with the bottom selection button. This setting is best when the color range remains constant. The camera will maintain a white balance setting at the current color temperature read within the range of 2000 - 11000 K.

To set the white balance mode:

At the Main Menu, use the up and down buttons to move to the *WHITE BALANCE* option, use the right and left buttons to move to and between the options (ATW, ATW-WIDE, and HOLD), then press the bottom selection button to select the option showing.

Figure 15. White Balance Menu



Note: Note: If selecting the Hold option, first fill the viewing area with a neutral background of white or gray.

Locations (Lighting Environments)

The location settings provide three presets and one customizable setting for defining the lighting environment that the camera is viewing.

- *General*: Use this setting for high-contrast scenes where there is no specific focus on lighter or darker areas.
- *Outside*: Use this setting for outdoor environments or high-contrast scenes where the focus is on the darker areas of the scene.
- *Office*: Use this setting for office environments using fluorescent or tungsten lighting. This setting has the

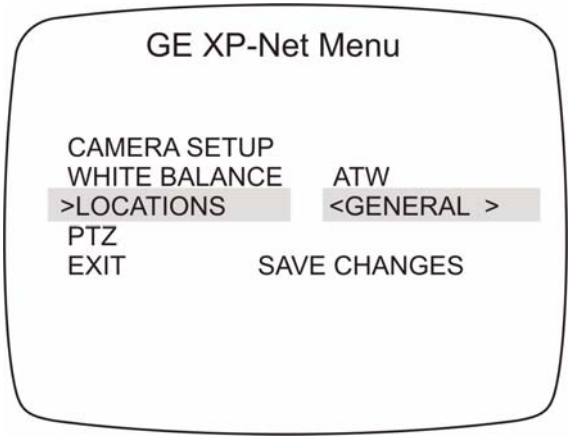
lowest maximum dynamic range of the three preset settings.

- *Custom WDR*: Use the options of this setting to adjust the limits of the dynamic range.

To select a lighting environment setting:

- At the Main Menu, use the up and down buttons to move to the *LOCATIONS* option, use the right and left buttons to move to and between the options (*GENERAL*, *OUTSIDE*, *OFFICE*, and *CUSTOM_WDR*), then press the bottom selection button to select the option showing.

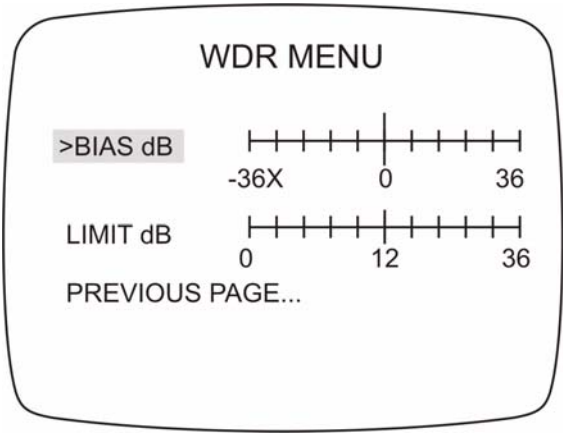
Figure 16. Locations Menu



To adjust the bias and limit of the custom WDR setting (if selected):

- With *CUSTOM_WDR* still highlighted, press the bottom selection button. At the WDR menu, use the up and down buttons to move between the bias and limit scales and use the right and left buttons to adjust the markers on the scales.

Figure 17. WDR menu



Note: Observe the results on the monitor screen for the best settings. Adjusting the bias changes the dynamic range of the camera's light meter. Reducing the limit value lowers the maximum dynamic range of the camera. These values are best left at their defaults: 0 bias and 12 limit. If the internal parameters of the camera end up differing from those set by the location setting due to adjusting the default values, a location setting other than CUSTOM_WDR can become CUSTOM_WDR.

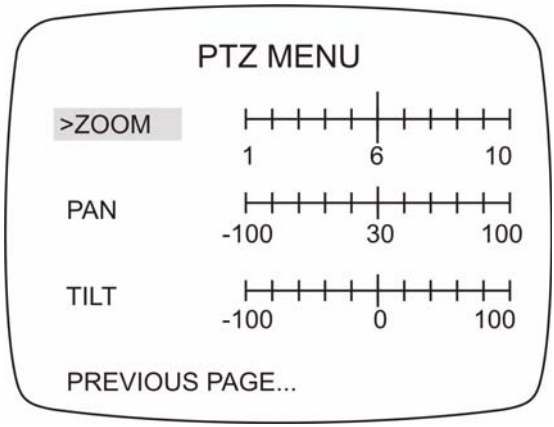
Move to the *PREVIOUS PAGE* option and press to leave the current menu.

PTZ

The camera provides a digital PTZ (pan/tilt/zoom) of 1X - 4X. To access the digital PTZ menu:

- At the Main Menu, use the up and down buttons to move to the PTZ option, then press the bottom selection button.

Figure 18. PTZ Menu



To adjust the PTZ limits:

At the Pan Tilt Zoom menu, use the up and down buttons to move between the zoom, pan, and tilt scales and use the right and left buttons to adjust the markers on the scales.

Note: Observe the results on the monitor screen for the best settings.On the zoom scale, 1 is 1X digital zoom and 10 is 4X digital zoom. The pan and tilt settings are dependent on the zoom setting and range from -100 to +100. If zoom is set to 1 (1X digital zoom), the pan and tilt settings have no effect.

Move to the PREVIOUS PAGE option and press to leave the current menu.

Exiting the Menus

At the Main Menu, use the up and down buttons to move to the *EXIT* option, use the right and left buttons to move to (*SAVE*

CHANGES, *NO CHANGE*, *FACTORY DEFAULT*), then press the bottom selection button to select the option showing.

Note: *FACTORY DEFAULT* restores the factory default settings before exiting the programming menus. This replaces all custom settings.

Webpage Access

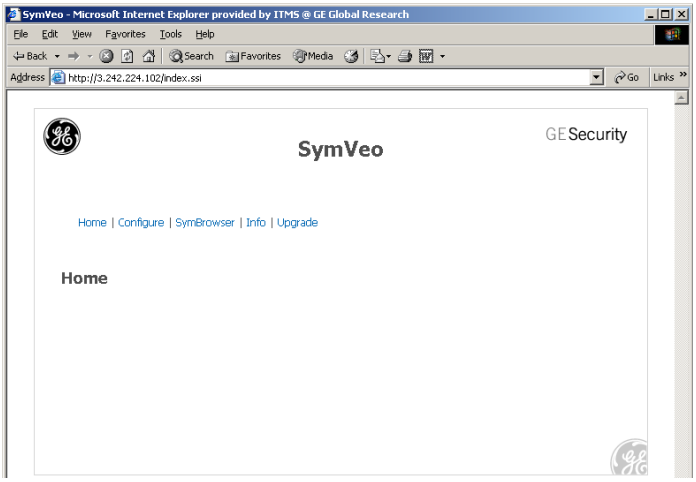
The SymVeo IP Camera has an integrated web server interface. This interface allows you to configure and control the SymVeo, including viewing live video, adjusting video parameters, and upgrading the firmware over the IP network.

To access the web interface:

1. Launch Internet Explorer (version 5.5 or later) on any local Internet connected PC or laptop.
2. Type in the unit's IP address (default 3.112.55.167) in the address field and press enter. The Enter Network Password box should appear.
3. Enter the correct username and password in their respective fields (the default username and password are both admin). Click the **OK** button.

The IP Camera's home page window (*Figure 19*) should appear.

Figure 19. Home page

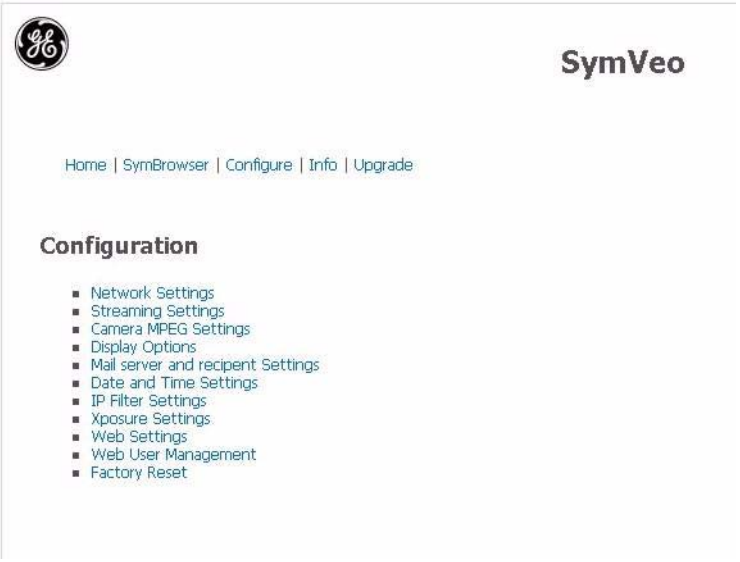

SymVeo - Microsoft Internet Explorer provided by ITMS @ GE Global Research
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://3.242.224.102/index.ssi
Go Links
SymVeo
GE Security
Home | Configure | SymBrowser | Info | Upgrade
Home

Configuration

Clicking on the *Configure* link will launch the Configuration webpage. On this page you can remotely modify the following settings of the SymVeo:

- Network settings: including the IP address, subnet mask, and gateway address.
- Streaming settings: including: set the unit as a sender, sender-enable setting, sender port, sender control enable, sender control port, and sender multicast address.
- Camera MPEG setting: including set the MPEG quality, format and resolution.
- Display option: option to display the camera title.
- Mail server and recipient settings: includes setting destinations to receive email from a predefined email server after the trigger button has been pressed.
- Date and time settings: including setting the time of the camera to synchronize with the server.
- IP filter settings: Including the three modes: Disable, White list, black list
- Xposure settings: Including four Xposure presets.
- Web settings: Including the web server IP address.
- Web user management: Including adding, deleting, and editing a web user on this page.
- Factory Reset: an easy method to restore the factory defaults.

Figure 20. Configuration webpage



Network Settings

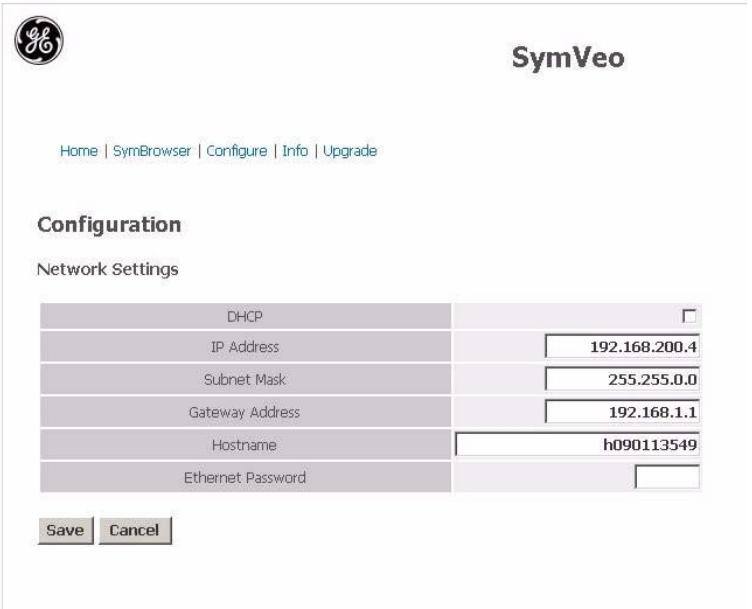
Clicking on the Network Settings link will launch the Network Settings web page. This page allows changes to the Symveo's IP address. You can also enable DHCP (Dynamic Host Configuration Protocol) and assign your unit a hostname. DHCP is an Internet Protocol for automating the configuration of devices that use TCP/IP. DHCP can be used to automatically assign IP addresses.

Note: You can only use the web interface to change the SymVeo's IP address if the domain already matches that of the network the camera is connected to. You cannot use this feature to do the initial change of the IP address on the camera. For more information on how to change the IP address during installation,

see the beginning of this document as well as Figure 6 and the subsequent instructions.

Note: If you are a PAL user, you must configure the IP address to your network's domain using the included serial cable and then change the camera to PAL in the Video Settings page of the configuration menu. Once this is done you can then use a PAL analog monitor with the camera, as well as make subsequent changes to the camera's IP address via the web browser or the On Screen Display.

Figure 21. Network settings webpage



Streaming Settings

Video streaming is the process that the SymVeo uses to send video data out over the network. The first parameter you can select on this page is the *Normal* or *Advanced* Setup. On the Normal setup the following options are available:

- Streaming Mode: Select from *Sender* or *Disable.*
- Streaming Protocol: Select from *UDP* or *TCP.* This setting must match between the sender and receiver.

Figure 22. Streaming settings webpage

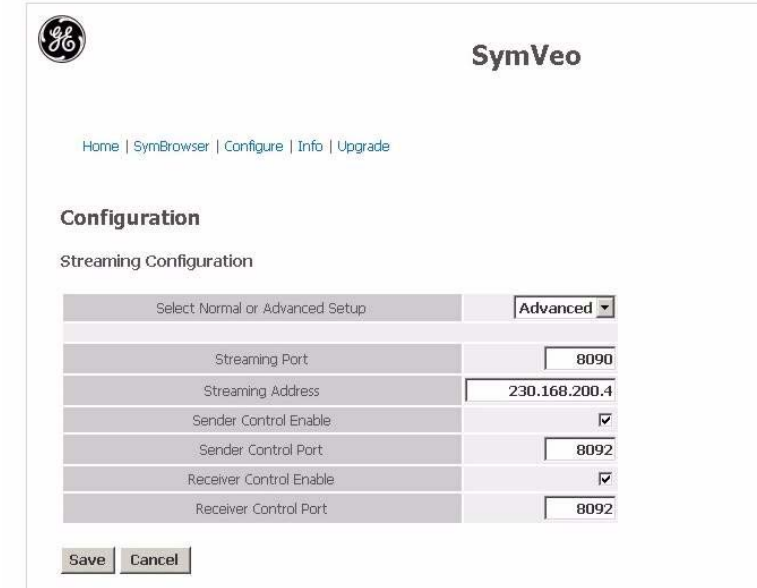
Click on the *Save* button to implement any changes.

Advanced Streaming Settings

Selecting *Advanced* from the previous menu will display the advanced streaming web page. The following options are available (these settings must match between the sender and receiver):

- Stream Port
- Stream address
- Sender control enable
- Sender control port
- Receiver control enable
- Receiver control port

Figure 23. Advanced streaming settings webpage



Click on the *Save* button to implement any changes.

Camera MPEG Settings

This page provides settings that have to do with MPEG quality and speed. Three quality settings are available; standard, medium, and high. The MPEG preset settings control the video latency (delay). Selecting the low latency preset can increase the speed of the video, but the quality will suffer. Field rate and resolution settings are also available. Up to 15 custom configurations can also be setup and saved on this page. Audio can also be turned on of off by camera.You can also change the camera title here.

SymVeo allows a number of different ways to control bandwidth, including adjustment of resolution, compression (image quality), and enabling or disabling audio. Each adjustable setting affects not only bandwidth, but latency as well. In addition to these settings, this menu is also used to switch between NTSC and PAL (default is NTSC).

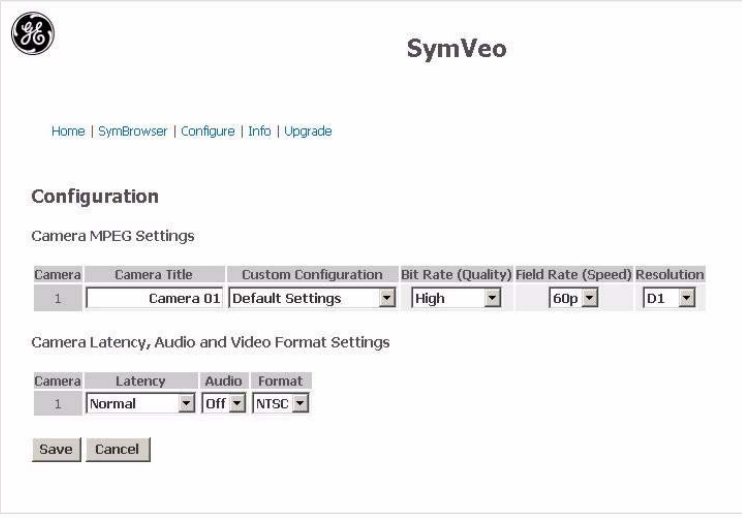
Video Resolution

Video Resolution can be set between five different resolutions in each of NTSC and PAL. These resolutions are:

Table 1. SymVeo video resolutions

NTSC resolution	NTSC pixels	PAL resolution	PAL pixels
D1	720 x 480	D1	720 x 576
4CIF	704 x 480	4CIF	704 x 576
VGA	640 x 480	VGA	640 x 480
CIF	352 x 240	CIF	352 x 288
QCIF	176 x 120	QCIF	176 x 144

Figure 24. Video settings webpage



Display Options

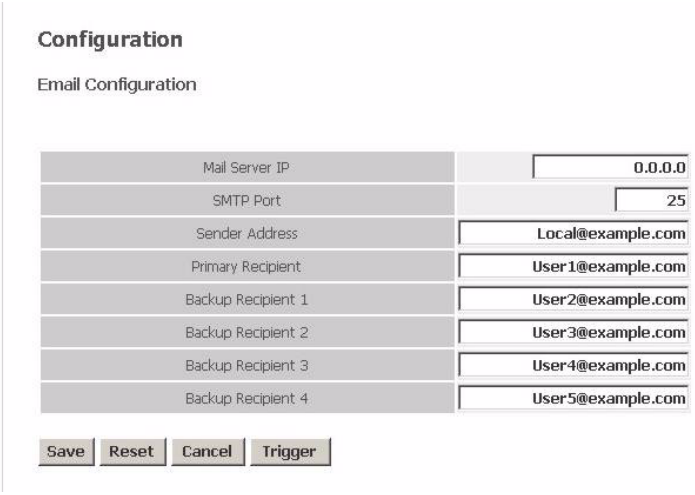
Use this page to set whether you want to display the camera title.

Figure 25. The display options page

Mail server and recipients settings

The page provides options for configuring the email server and email recipients. You must input the server IP address and SMTP port. We support 5 email recipients. The trigger button can be applied to send camera information and video clips to recipients.

Figure 26. Email configuration



Date and time settings

SymVeo provides two different ways to control the time: NTP and manual.The NTP selection provides the configuration for a network time server. It provides four options: *Disable*, *Once per day*, *Twice per day* and *Once per hour*. You should make you choice on how long you want to do the time synchronization between Symveo and server. You should input server IP address, and you also can input a backup server IP address. The daylight saving option is specific to USA, Europe and Australia. The GMT Offset is to be set according to your time zone. The manual selection allows you to input the year, month, day, hour, minute, and second manually on this page. When you click the *apply* button SymVeo will set these parameters to the system.

Figure 27. Network time protocol configuration

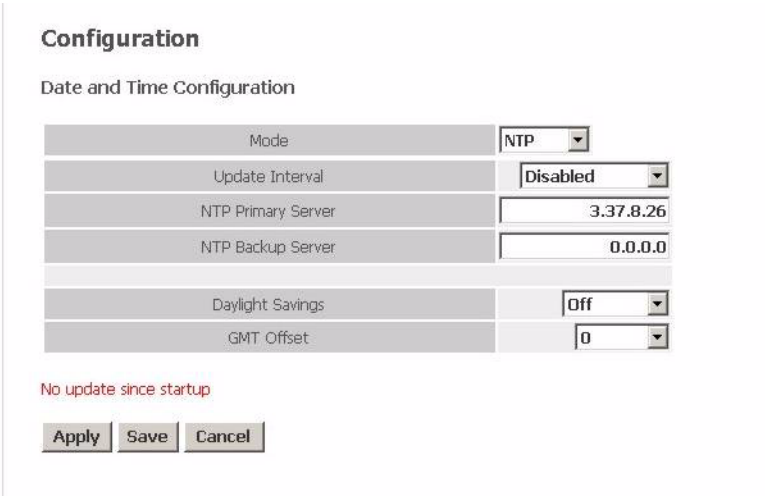
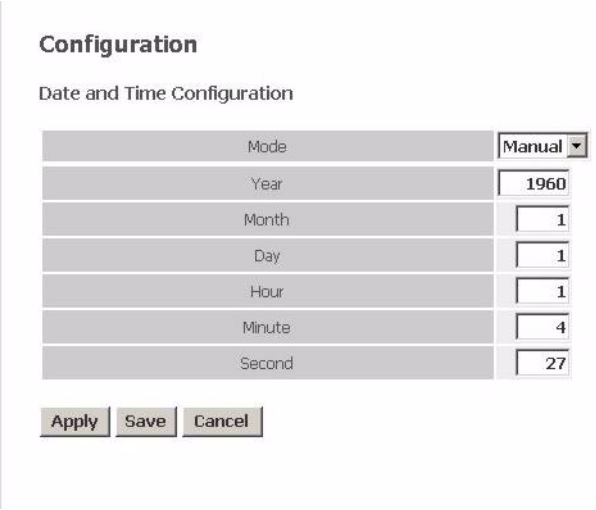


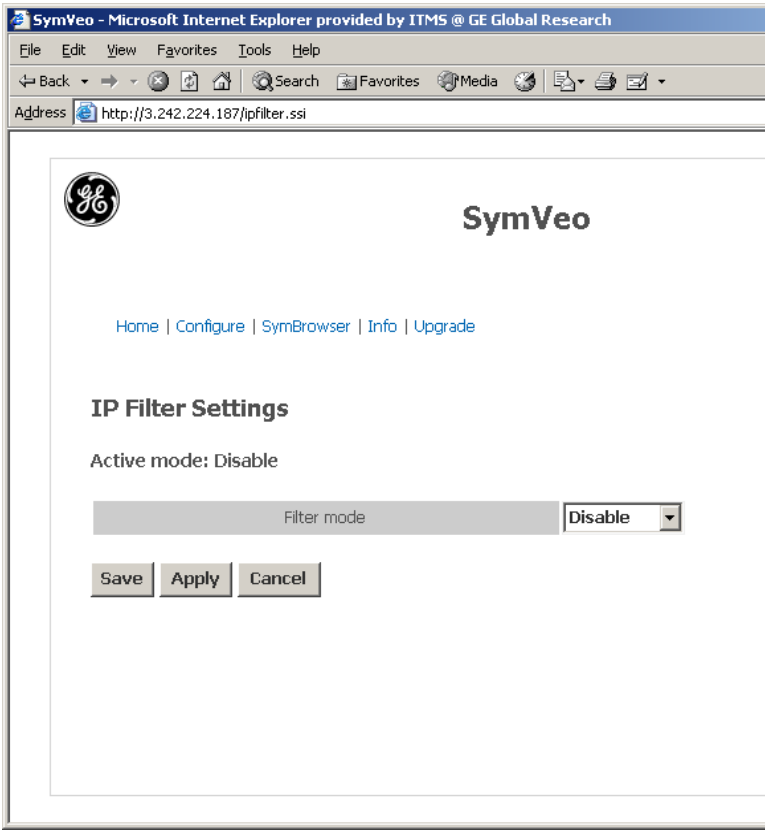
Figure 28. Manual time configuration page



IP filer settings

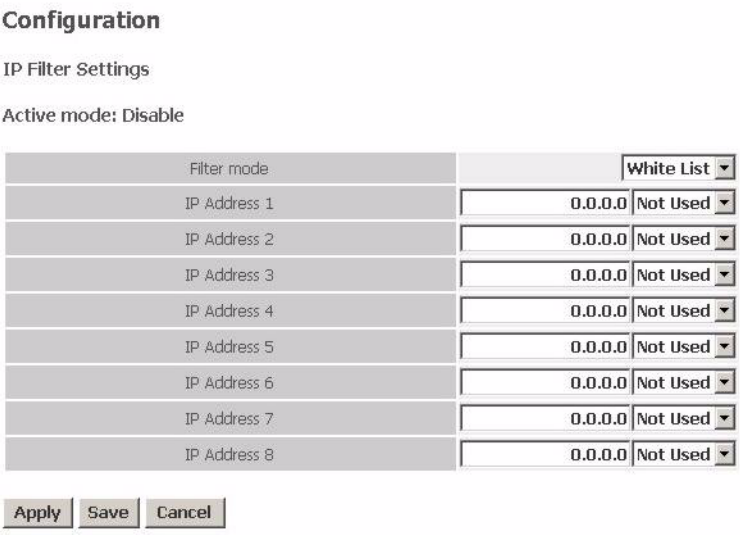
This page provides three IP filter modes: *Disable*, *White list*, or *Black list*.

Figure 29. The IP filter settings page



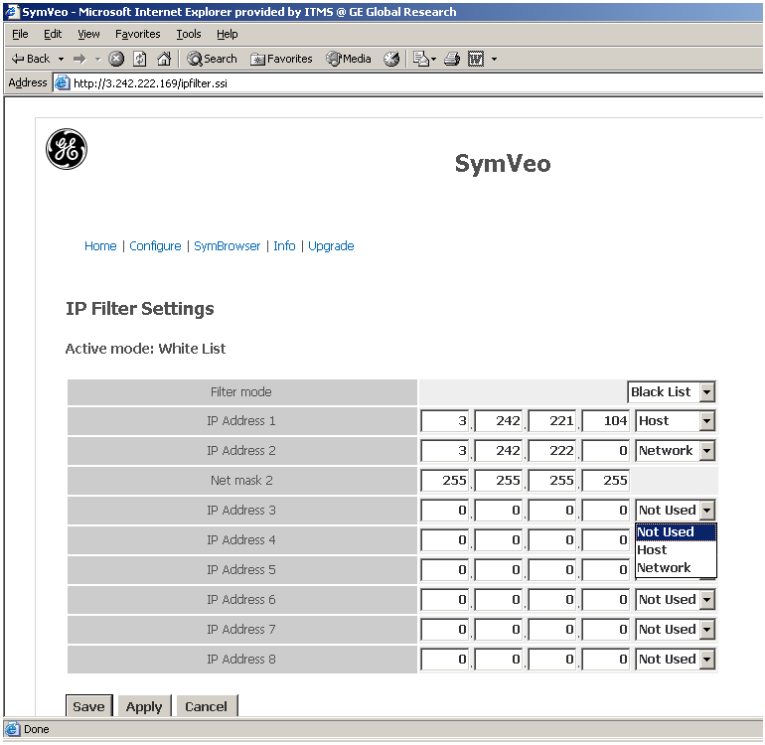
In White list mode you can enter the IP address in the format of a host or a subnet, and after applying, all the address you have configured you can access the SymVeo.

Figure 30. The IP filter white list page



In Black list mode you can enter the IP addresses in the format of a host or a subnet, but after applying all the addresses you configured you will not be able to access the SymVeo.

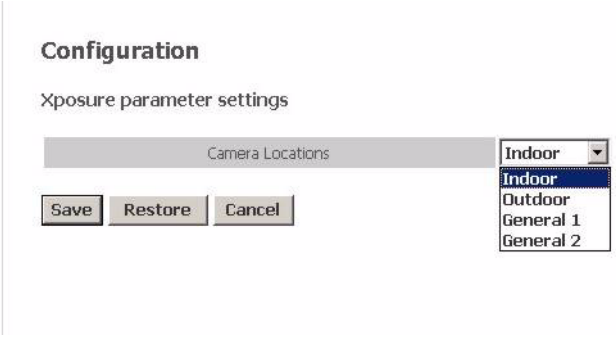
Figure 31. The IP filter black list page



Xposure parameter settings

This page provides four preset settings for Xposure Wide Dynamic Range parameters: *Indoor, Outdoor, General 1*, and *General 2*.

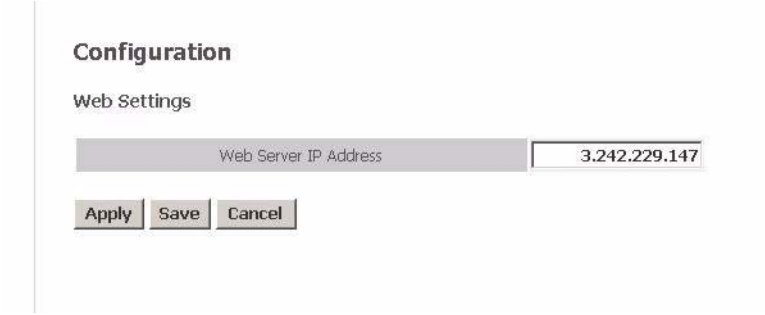
Figure 32. Xposure parameter settings



Web settings

In order to properly view the live video output from SymVeo, your computer must be equipped with the latest ActiveX controls. You should input the server IP address in this page so that the Symveo can download and register it in your computer.

Figure 33. The Web settings page



Click *Apply* to initiate the changes and then the *Save* button to save any changes.

Web user management

You can add, delete, or edit users through this page. Three types of security levels are also offered here. They are:

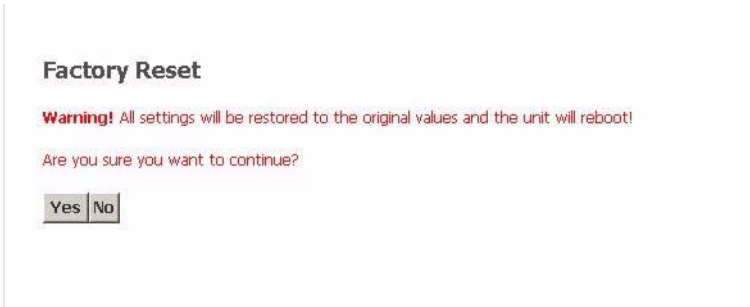
- Viewer: Access to live video features only.
- Installer: Access to live video and firmware upgrades only.
- Administrator: All levels and all menus.

Figure 34. The web users management page

Factory Reset

This page is provided to reset the SymVeo to the factory default conditions. The only settings that are not reset are the IP addresses.

Figure 35. The factory reset page

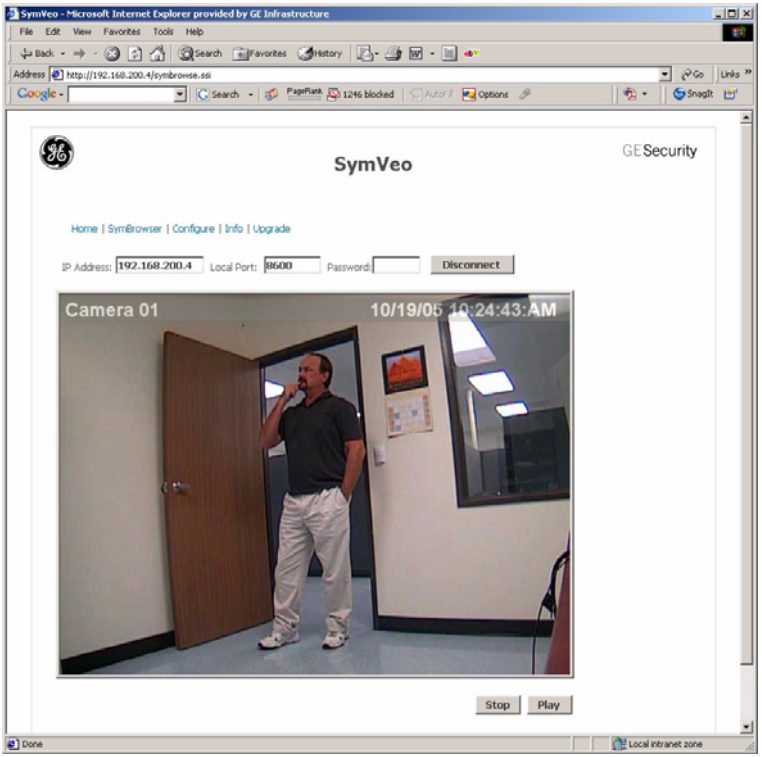

Factory Reset
Warning! All settings will be restored to the original values and the unit will reboot!
Are you sure you want to continue?
Yes
No

SymBrowser - Video stream control

The SymBrowser screen provides you access to live and recorded video without the need for additional software. Simply type in the unit's IP address and click on the connect button. The following features are available:

- Right-click on the video to switch from live or playback mode or view full-screen.
- Double-click to switch from a quad stream to a non quad stream and back again.

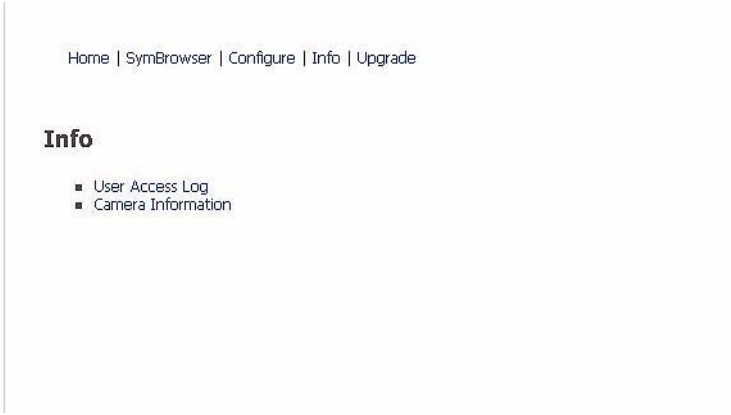
Figure 36. The video stream control window



Info page

This page provides access to the *User Access Log* and *Camera Information* pages.

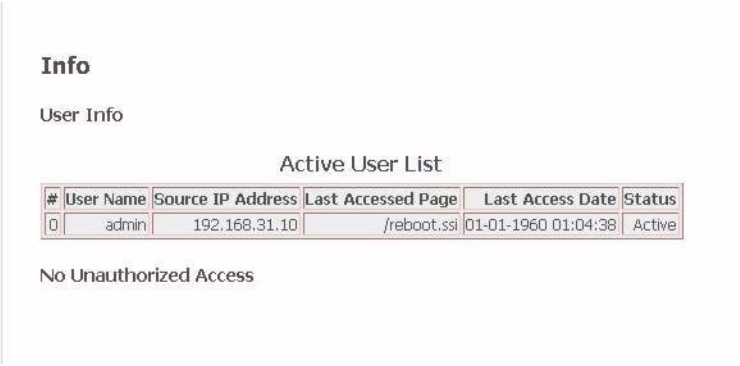
Figure 37. The info page



The User Access Log

This page shows the 10 latest users, including their IP address and user name. The unauthorized access list keeps a log of all unauthorized users that attempt to access live video or the camera settings. This log shows a list of IP address, attempted user name and number of attempts.

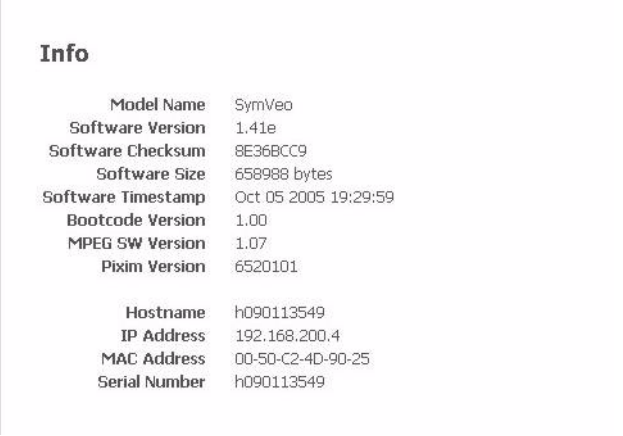
Figure 38. The active user list page


Info
User Info
Active User List
User Name Source IP Address Last Accessed Page Last Access Date Status
0 admin 192.168.31.10 /reboot.ssi 01-01-1960 01:04:38 Active
No Unauthorized Access

Camera Information

On this page you will find general information such as model name, serial number, boot version, software version, hostname, IP address, and MAC address.

Figure 39. The camera information page



Firmware upgrades

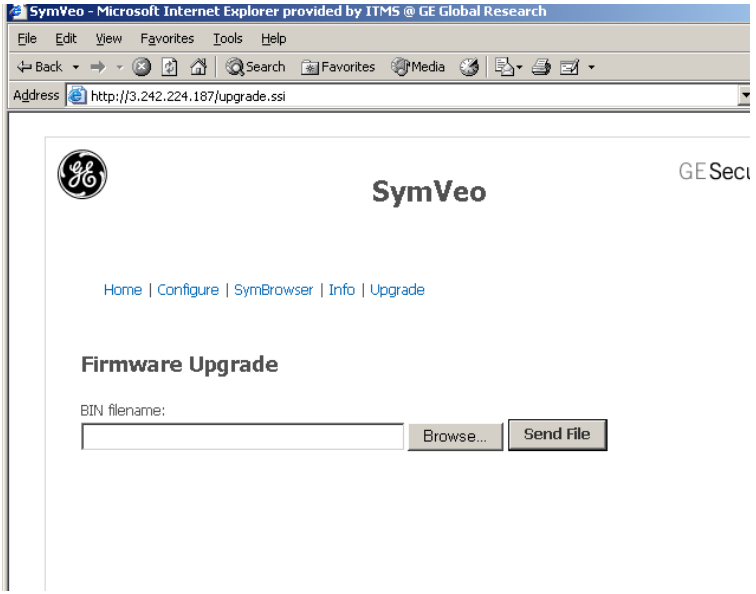
To properly upgrade the IP Camera, the following conditions must exist:

1. You must have the flash upgrade file. You can obtain this file by contacting GE Security Technical Support. (See *Contacting technical support* on page 53.) When calling, please have the following information available:
    - the model number of the product;
    - the serial number and revision of the product;
    - the current firmware version;
    - the date purchased; and
    - The reason you wish to upgrade the firmware.
2. The SymVeo IP camera unit must be connected to a PC equipped with Microsoft Internet Explorer version 5.5 or later via an ethernet cable.
3. You must know the IP address of the IP Camera.
4. You must exit all nonessential software on the PC.

To upgrade the IP Camera, do the following:

1. Launch your browser (Internet Explorer 5.5 or later).
2. Click the *Upgrade* link on the main menu. The *Firmware Upgrade* page should appear.
3. Navigate to the upgrade file using the **Browse** button or type in the correct path and filename. After you locate the file, click the **Send File** button.

Figure 40. The Firmware upgrade page

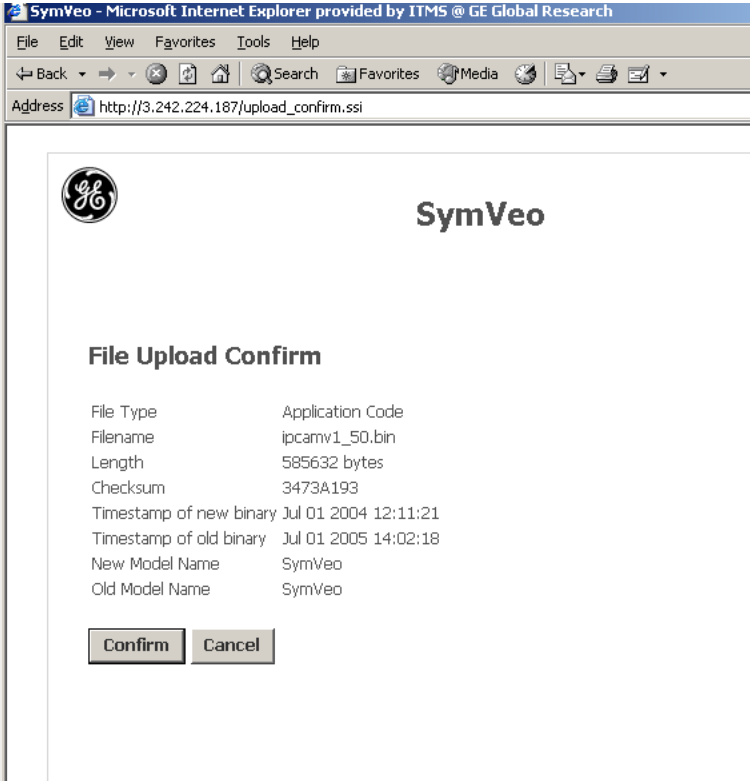


4. Click the **Confirm** button. A progress bar will appear.

CAUTION **Please wait for the progress bar to finish, then wait for confirmation!**

5. Click the **Reboot** button to restart the unit for changes to take effect. If unsuccessful, download the flash file and repeat the process.

Figure 41. The File upload confirm page


SymVeo - Microsoft Internet Explorer provided by ITMS @ GE Global Research
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://3.242.224.187/upload_confirm.ssi
SymVeo
File Upload Confirm
File Type Application Code
Filename ipcamv1_50.bin
Length 585632 bytes
Checksum 3473A193
Timestamp of new binary Jul 01 2004 12:11:21
Timestamp of old binary Jul 01 2005 14:02:18
New Model Name SymVeo
Old Model Name SymVeo
Confirm
Cancel

Note: if Symveo's IP address is changed with new firmware, you should use the new IP address to connect to Symveo; otherwise the page will be reloaded.

Troubleshooting and support

Before calling for technical support, see if this troubleshooting section can assist you in resolving your problems.

- *There's no picture on the monitor.*

  Lens cap may still be in place. If so, remove the lens cap.

  No power to the camera. Check that the power LED at the camera is lit. If the LED is not lit, check the camera power supply.

  Monitor is not functioning properly. Connect a test monitor to the VIDEO OUT connection to check for a local video signal.

- *Picture quality is poor.*

  The camera lens may be dirty. If so, clean the lens.

  The monitor may not be set up properly. Ensure that the monitor settings are correct and that termination at the monitor is correct. Confirm that the cable between the camera and the monitor is working properly.

  The camera may not be focused properly. Refer to the instructions that came with the lens you purchased.

  The camera may not be set up properly for the lens type:

  - For C-mount lenses, attach the C-mount adapter between the lens and the camera.
  - For C-mount lenses, remove the C-mount adapter.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support and sales 24 hours a day, 7 days a week.

For sales and technical support assistance, we provide customers with several options (see *Table 2*). Our support phone number is available Monday through Friday (excluding holidays) between the hours of 6 a.m. and 5 p.m. Pacific Time.

Table 2. Sales and support contact information

	Sales	Technical support
Phone:	800-469-1676	**888-437-3287** (Mon. – Fri. 6 a.m. to 5 p.m. Pacific Time)
	541-754-9133	**541-740-3589** (all other times)
E-mail	`cvovideosales@ge.com`	`generaltech@ge.com`
Fax	541-754-7162	**541-752-9096** (24 hours/day)

Note: Be ready at the equipment before calling for technical support.